

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S2	4	marks-james.in.	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/12 18:29
S4	4	((("6039688") or ("5880731") or ("6658467") or ("20030088461")).PN.	US-PGPUB; USPAT	OR	OFF	2008/06/12 18:29
S6	19821	((600/300,301) or (705/2,14) or (707/104.1)).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/12 18:41
S8	3915	(600/300,301).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/12 18:42
S9	8992	(705/2,14).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/12 18:43
S10	7511	(707/104.1).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/12 18:43
S11	19821	((600/300,301) or (705/2,14) or (707/104.1)).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/12 18:52
S12	148	forum and expert and S11	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/12 18:52
S13	351	forum and (expert same (opinion question))	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/12 18:53
S14	351	forum and (expert same (opinion question))	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 11:52
S15	239	S14 not ("expert group" "expert system")	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 11:52

S16	39	(expert with (opinion question inquiry)) same ("second opinion")	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 14:36
S17	65	(expert with (opinion question inquiry)) same (peer)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 14:41
S18	494	(expert with (opinion question inquiry)) same (peer review)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 14:44
S19	1854	expert with (review)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 14:45
S20	19821	((600/300,301) or (705/2,14) or (707/104.1)).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/13 14:45
S21	36	S18 and S20	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 14:45
S22	174	S19 and S20	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 14:45
S23	943	(forum "message board" "bulletin board") same (post display show) same (multiple different unique)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 17:05
S24	62	S23 and S20	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 17:05
S25	88	(post reply) with (multiple different separate) with (topic forum fora)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/13 17:12
S26	2523	(705/8).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/18 16:54

S27	494	(expert with (opinion question inquiry)) same (peer review)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/18 17:01
S28	1855	expert with (review)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/18 17:01
S29	946	(forum "message board" "bulletin board") same (post display show) same (multiple different unique)	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/18 17:01
S30	36	(S27 S28 S29) and S26	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/18 17:01
S31	15838	((707/104.1) or (705/8,14)).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/19 13:19
S33	15838	((707/104.1) or (705/8,14)).CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/19 13:29
S34	0	S33 and (expert same interface same route).clm.	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/19 13:29
S36	0	S33 and (expert and forum and payment).clm.	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/19 13:30
S37	0	S33 and (expert and forum and advertisement).clm.	US-PGPUB; USPAT; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/06/19 13:31

6/19/2008 3:05:43 PM

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EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	4	"6085176".pn. "6643660".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT	OR	OFF	2008/12/17 10:58
S2	24	("20030088461" "20030163356" "20030177030" "20040030781" "20060111943" "20080108881" "5005143" "5517405" "5689641" "5819267" "5880731" "5948054" "6026148" "6026396" "6039688" "6076100" "6122632" "6209100" "6223165" "6537213" "6658467" "6938068" "7167855" "7376700").PN.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:26
S3	3482	705/2.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:31
S4	6697	705/14.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:31
S5	8294	707/104.1.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:31
S6	0	345/758.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:31
S7	3973	600/300.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:31

S8	935	600/301.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:31
S9	22436	S3 or S4 or S5 or S6 or S7 or S8	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:32
S10	9627	(multiple or many or plural\$5) with (expert\$1 or moderator\$1)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:32
S11	1721	S10 and ((rout\$3 or send\$3 or re\$1rout\$3) with (question\$1 or message\$1 or quer\$4))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:33
S12	95	S9 and S11	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 11:34
S13	255	S10	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:34
S14	0	S11	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:34
S15	248	(sponsor\$3 or sanction \$4 or support\$3 underwrit\$3) with (forum\$1 or bulletin\$1 or (message adj2 board \$1))	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:36
S16	0	S15 and S10	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:36
S17	3096	(sponsor\$3 or sanction \$4 or support\$3 underwrit\$3) with (forum\$1 or bulletin\$1 or (message adj2 board \$1))	US-PGPUB; USPAT; USOCR	OR	OFF	2008/12/17 11:37
S18	0	S16 and S10	US-PGPUB; USPAT; USOCR	OR	OFF	2008/12/17 11:37
S19	3157	(Question\$3 adj2 answer\$3)	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:38
S20	229	(Question\$3 adj2 answer\$3) with server	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:38
S21	3	(Question\$3 adj2 answer\$3) with server with expert\$1	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:39

S22	1	(rout\$3 or re\$1rout\$3) with (question\$1 or quer\$4) with (appropriate) with (expert)	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:40
S23	1	(rout\$3 or re\$1rout\$3 or send\$3) with (question\$1 or quer\$4) with (appropriate) with (expert)	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:46
S24	1	(rout\$3 or re\$1rout\$3 or send\$3) with (question\$1 or quer\$4) with (appropriate or suit\$4) with (expert\$1 or person\$1 or moderator\$1)	EPO; JPO; DERWENT	OR	OFF	2008/12/17 11:46
S25	10	S3 S4 S5	EPO; JPO; DERWENT	OR	OFF	2008/12/17 12:07
S26	1	S3	EPO; JPO; DERWENT	OR	OFF	2008/12/17 12:07
S27	18214	S3 or S4 or S5	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 12:07
S28	0	S24 and S27	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT	OR	OFF	2008/12/17 12:08
S29	2	"6039688".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT	OR	OFF	2008/12/17 14:15
S30	2	"5880731".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT	OR	OFF	2008/12/17 14:15
S31	49	"6122632" "20030163356" "6938068" "20060111943" "7167855" "7376700" "20080108881"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT	OR	OFF	2008/12/17 15:18
S32	42	"6122632" "20030163356" "6938068" "20060111943" "7167855" "7376700" "20080108881"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 15:19

S33	7	("6122632" "20030163356" "6938068" "20060111943" "7167855" "7376700" "20080108881").pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	OFF	2008/12/17 15:19
S34	52	(rout\$3 or re\$1rout\$3 or send\$3) with (question\$1 or quer\$4) with (appropriate or suit \$4) with (expert\$1 or person\$1 or moderator \$1)	US-PGPUB; USPAT; USOCR; FPRS	OR	OFF	2008/12/18 09:46
S35	115	(rout\$3 or re\$1rout\$3 or send\$3 or forward \$3) with (question\$1 or quer\$4) with (appropriate or suit\$4) with (expert\$1 or person \$1 or moderator\$1)	US-PGPUB; USPAT; USOCR; FPRS	OR	OFF	2008/12/18 09:48
S36	1	(rout\$3 or re\$1rout\$3 or send\$3 or forward \$3) with (question\$1 or quer\$4) with (appropriate or suit\$4) with (expert\$1 or person \$1 or moderator\$1)	EPO; JPO; DERWENT	OR	OFF	2008/12/18 09:48
S37	0	S35 and @AD<"2000"	EPO; JPO; DERWENT	OR	OFF	2008/12/18 09:52
S38	0	S35 and @AD<"2000"	US-PGPUB; USPAT; USOCR	OR	OFF	2008/12/18 09:53
S39	17	S35 and @AY<"2000"	US-PGPUB; USPAT; USOCR	OR	OFF	2008/12/18 09:53
S40	4	(send\$3 or forward\$3 or rout\$3 or re\$1rout \$3) with (question\$3 or quer\$3) with ((second adj2 opinion\$1) or opinion)	US-PGPUB; USPAT; USOCR; FPRS	OR	OFF	2008/12/18 10:17
S41	0	(send\$3 or forward\$3 or rout\$3 or re\$1rout \$3) with (question\$3 or quer\$3) with ((second adj2 opinion\$1) or opinion)	EPO; JPO; DERWENT	OR	OFF	2008/12/18 10:17

S42	0	(send\$3 or forward\$3 or rout\$3 or re\$1rout \$3) with (qeustion\$3 or quer\$3) with (between or among or amongst) with (expert\$1 or person \$1 or moderator\$1)	EPO; JPO; DERWENT	OR	OFF	2008/12/18 10:18
S43	17	(send\$3 or forward\$3 or rout\$3 or re\$1rout \$3) with (qeustion\$3 or quer\$3) with (between or among or amongst) with (expert\$1 or person \$1 or moderator\$1)	US-PGPUB; USPAT; USOCR; FPRS	OR	OFF	2008/12/18 10:18
S44	2	"6526404".pn. "6691159".pn.	US-PGPUB; USPAT; USOCR; FPRS	OR	OFF	2008/12/18 13:31

12/18/2008 2:18:14 PM

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Fri, 13 Jun 2008, 7:52:32 PM EST

Search Query Display

Recent Search Queries

Results

#1	(((forum)<in>metadata) <and> ((expert)<in>metadata))	56
#2	(((forum)<in>metadata) <and> ((expert)<in>metadata))	56
#3	(((forum)<in>metadata) <and> ((expert)<in>metadata))	56
#4	(((forum)<in>metadata) <and> ((expert)<in>metadata))	56
#5	(((forum)<in>metadata) <and> ((expert)<in>metadata))	56
#6	(((specialist)<in>metadata) <and> ((forum)<in>metadata)) <or> ((message board)<in>metadata)	28
#7	(((peer review)<in>metadata) <and> ((expert)<in>metadata)) <or> ((specialist)<in>metadata)	11524
#8	(((peer review)<in>metadata) <and> ((expert)<in>metadata)) <or> ((specialist)<in>metadata)	11524
#9	(((multiple)<in>metadata) <and> ((question)<in>metadata)) <and> ((topics)<in>metadata)	24
#10	(((multiple)<in>metadata) <and> ((question)<in>metadata)) <and> ((topics)<in>metadata)	24

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forwarding forum question for second opinion

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Patents Showing: View as: Patents 1 - 10 on forwarding forum ques

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[APPLICATION] Method for presenting opinions and measuring social (intangible) audits

US Pat. 10821569 - Filed Apr 9, 2004

... weight given a **question** by those participating while the **second** indicator (on a ... and since our Fast **Forum** program can reorder all questions by the ...

System and method for providing internet based phone conferences using ...

US Pat. 7111049 - Filed Aug 18, 2000

A portion of the data structure is forwarded to a receiving **forum** ... the **forwarding** step includes a step of selecting one or more forms from the plurality ...

System and method for providing internet based phone conferences using ...

US Pat. 7369543 - Filed Jun 27, 2006

A portion of the data structure is forwarded to a receiving **forum** ... the **forwarding** step includes a step of selecting one or more forms from the plurality ...

[APPLICATION] Systems and methods for trading and originating financial products using a ...

US Pat. 10715108 - Filed Nov 18, 2003

The bidders chosen to participate in this **second** round are generally chosen based upon their bids and/or the seller/broker's **opinion** of their ability to ...

[APPLICATION] Open documentary: a unique, new format for broadcasting video on the internet

US Pat. 10083519 - Filed Feb 26, 2002

By providing an interactive **forum** for stories to unfold, One World TV will evolve into a collaborative, Open Documentary space, tackling a landscape of ...

[APPLICATION] Systems and methods for trading and originating financial products using a ...

US Pat. 10371226 - Filed Feb 24, 2003

The bidders chosen to participate in this **second** round are generally chosen based upon their bids and/or the seller/broker's **opinion** of their ability to ...

[APPLICATION] On-screen display area enabling media convergence useful for viewers and ...

US Pat. 9991416 - Filed Nov 16, 2001 - O2 Holdings, LLC

... accordance with an Advanced Television Enhancement **Forum** (ATVEF) standard,
... as an **opinion** poll, whereby the viewer enters a response to some **question**
...

[APPLICATION] Open law commentary on the internet

US Pat. 11272946 - Filed Nov 15, 2005

Young lawyers discover new perspectives and often look for an appropriate **forum** to publish them — without success. This invention is a new way of publishing ...

Multiple floating guard ring edge termination for silicon carbide devices

US Pat. 7026650 - Filed Dec 9, 2003 - Cree, Inc.



Result Page: 1 2 **Next**

forwarding forum question for second opinion

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Multimedia information transfer via a wide area network

US Pat. 7054921 - Filed Jan 26, 2001 - Sony Corporation, Sony Electronics Inc.
... via said wide area network to an **expert** at a **second** equipment location, ...
a user interface for **requesting** the list of contents to be modified, ...

Medical image management system

US Pat. 6934698 - Filed Dec 20, 2000 - Heart Imaging Technologies LLC
Although this approach does allow for **expert** interpretation of the images by the
... his/her images to another physician's office for a **second opinion**. ...

[APPLICATION] System and method for accessing and processing patient data

US Pat. 10196859 - Filed Jul 16, 2002
... wherein the auscultatory records can be sent to an **expert** MD for explanation
/second opinion. The MD **requesting** the **second opinion** or referral can ...

[APPLICATION] Portal server enabling joint exploration of the internet with an expert

US Pat. 9844394 - Filed Apr 27, 2001 - International Business Machines Corporation
5 is an exemplary block diagram illustrating **expert** web servers and a client ...
to get an instantaneous "**second opinion**" with one of the experts verifying ...

[APPLICATION] Intelligent health care knowledge exchange platform

US Pat. 10147549 - Filed May 16, 2002
... exchange process between a knowledge seeker and a subject **expert**. ... In
health care, three basic requests include a request for a **second opinion**, ...

[APPLICATION] Intelligent knowledge exchange platform

US Pat. 10147696 - Filed May 16, 2002
... exchange process between a knowledge seeker and a subject **expert**. ... In
health care, three basic requests include a request for a **second opinion**, ...

[APPLICATION] System providing expanded expert and electronic consultations for clients

US Pat. 10035970 - Filed Nov 9, 2001
Proceeding to the **second** step 22 the patient or client request their options.
.... the specialist on his or her profile as necessary to render an **opinion**. ...

Attachment integrated claims system and operating method therefor

US Pat. 6003007 - Filed Mar 25, 1997
... eg, the patient could ask that the x-ray and claim be sent to another
dentist for a **second opinion** and/or for a **second** price estimate. ...

Energy-absorption system

US Pat. 7111827 - Filed Sep 6, 2002 - Kothmann Enterprises, Inc.
Apr. 30, 2004, Memorandum **Opinion** denying Trinity's motion to disqualify counsel
(Dkt. Entry 132). May 6, 2004, Amended supplemental designation of **expert** ...



Result Page: [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [Next](#)

expert requesting second opinion

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Method and apparatus for a cryptographically-assisted commercial network ...

US Pat. 5862223 - Filed Jul 24, 1996 - Walker Asset Management Limited Partnership

One way to achieve this is through a standard telephone connection. ... The ability to provide anonymity to the end user and **expert** is **another** advantage of

...

Method and apparatus to connect consumer to **expert**

US Pat. 6223165 - Filed Jan 20, 2000 - Keen.Com, Incorporated

Diverse Advice Sources more evenly equalizes the number of **questions** in the world ... available from any **one** company. In **another** embodiment, this invention

...

System and method for managing interactions between users in a browser-based ...

US Pat. 6144991 - Filed Feb 19, 1998 - Telcordia Technologies, Inc.

Video chat enables the user to see **another** user while communicating. ... As an example of a novice asking **questions** of an **expert**, consider a business ...

Computer-implemented method and apparatus for remote educational instruction

US Pat. 5303042 - Filed Mar 25, 1992 - One Touch Systems, Inc.

An **expert** may not displace **another** waiting **expert**, nor may an **expert** displace any ... Pop **questions** can be stopped by the host site 12 60 by **sending** a pop ...

Assistance method and apparatus

US Pat. 6523010 - Filed Dec 8, 2000 - Keen.com, Inc.

In **another** embodiment of Walker (col 28, line), the end user calls the central controller and eventually is put in touch with an **expert** for a real-time ...

[APPLICATION] Appartus and method for connecting experts to topic areas

US Pat. 9738418 - Filed Dec 15, 2000

In **one** embodiment of the invention, the **expert** profile database 104 is also updated by direct input 114 from an **expert**. In **another** embodiment of the ...

Assistance method and apparatus

US Pat. 6549889 - Filed Feb 13, 2001 - Keen.com, Inc.

In **another** embodiment of Walker (col 28, line), the end user calls the central controller and eventually is put in touch with an **expert** for a real-time ...

Assistance method and apparatus

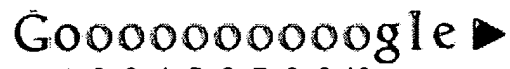
US Pat. 6546372 - Filed Feb 13, 2001 - Keen.com, Inc.

In **another** embodiment of Walker (col 28, line 66), the end user calls the central controller and eventually is put in touch with an **expert** for a real-time

...

Assistance method and apparatus

US Pat. 6801899 - Filed Mar 26, 2002 - Ingenio, Inc.



Result Page: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) **[Next](#)**

sending questions from one expert to another

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#5	(((forum)<in>metadata) <and> ((expert)<in>metadata))	56
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[File 350] Derwent WPIX 1963-2008/UD=200837

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: d s

Set Items Description

S1 4677 S (((MESSAGE OR DISCUSSION)())(BOARD? ? OR FORUM? ? OR THREAD? ?) OR DISCUSSION)()(LIST? ? OR SITE? ?) OR LISTSERV??? OR NEWSGROUP? ? OR NEWS()GROUP? ? OR USENET? ? OR THREAD??(3N)(MESSAGE? ? OR DISCUSSION) OR (MESSAGE OR DISCUSSION)()AREA? ? OR BLOG? ?) OR (CHATROOM? ? OR (CHAT? OR VIRTUAL)(2W)ROOM? ? OR CHAT?()(FORUM? ? OR MANSION? ? OR SESSION? ?) OR (CHAT???? OR IRC)(10N)CHANNEL? ?)) OR FORUM? ? OR FORA

S2 14955 S (USER? ? OR VISITOR?? OR GUEST?? OR MEMBER?? OR PARTICIPANT?? OR CUSTOMER? OR CONSUMER? OR PURCHASER?? OR BUYER?? OR KIDS OR CHILDREN OR PEOPLE OR PERSON? OR INDIVIDUAL? OR EMPLOYEE? OR STUDENT?? OR CLASSMATE? OR SOMEONE OR ANYONE)(5N)(QUESTION? OR ASK??? OR INTERROGA? OR INTERVIW? ? OR ENQUIRY OR ENQUIRIES OR INQUIR? OR DEBAT? OR OPINION? ?)

S3 173 S S2(5N)(EXPERT? OR AUTHORITY OR AUTHORITIES OR SKILLFUL OR SKILFUL OR ANATOMIST? ? OR CONSULTANT? OR PROFESSIONAL? ? OR ANALYST? ? OR ANTIQUAR??? OR SPECIALIST? ? OR SPECIALIZER? ? OR SCIENTIST? ? OR TECHNICIAN? ?)

S4 38 S S1(20N)S2

S5 5 S S3 AND S4

S6 4946 S (POST? OR OUTPOST? OR MILEPOST? OR AUTOPSY? OR DISPLAY? OR SHOW?)(5N)(REPLY? OR ANSWER? OR REPOSE? ? OR RETORT? OR REPLIED)

S7 2 S S6 AND S5

S8 2495 S (ADDITION? OR MORE OR EXTRA? ? OR ANOTHER OR DUPLICAT?)(5N)(REPLY? OR ANSWER? OR REPOSE? ? OR RETORT? OR REPLIED)

S9 2609 S (ROUTE OR ROUTED OR ROUTING OR ROUTEING OR SEND? OR SENT OR TRANSMIT?)(10N)(EXPERT? OR AUTHORITY OR AUTHORITIES OR SKILLFUL OR SKILFUL OR ANATOMIST? ? OR CONSULTANT? OR PROFESSIONAL? ? OR ANALYST? ? OR ANTIQUAR??? OR SPECIALIST? ? OR SPECIALIZER? ? OR SCIENTIST? ? OR TECHNICIAN? ?)

S10 113 S S1 AND S2

S11 38 S S10 AND S4

S12 9 S S10 AND S3

?

Subject summary

? 1/3,k/all

12/3,K/1 (Item 1 from file: 347) [Links](#)Fulltext available through: [Order File History](#)

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08925066 **Image available**

SELECTION/ANALYSIS METHOD OF FASHION CONSUMER LEADER, MARKET RESEARCH PREPARATION METHOD AND INTERNET, AND INFORMATION DISTRIBUTION METHOD BY MOBILE PHONE, AND CONTENT BUSINESS OF OPINION EXCHANGE MARKET RESEARCH BY BLOG

Pub. No.: 2006-318426 [JP 2006318426 A]

Published: November 24, 2006 (20061124)

Inventor: KIMURA YASUSHI

Applicant: KIMURA YASUSHI

Application No.: 2005-166105 [JP 2005166105]

Filed: May 11, 2005 (20050511)

Image available

...INFORMATION DISTRIBUTION METHOD BY MOBILE PHONE, AND CONTENT BUSINESS OF OPINION EXCHANGE MARKET RESEARCH BY BLOG**ABSTRACT**...themselves, as knowledge and enables the person to have a place for grandly presenting his **opinion**.SOLUTION: A **professional** designer selects **persons** considered to be fashion leaders (in the twenties, the thirties, and the fifties), from general... Anyone can participate in this content simultaneously, and opinion exchange and consultations are performed by **blogs**.

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12/3,K/2 (Item 1 from file: 350) [Links](#)Fulltext available through: [Order File History](#)

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0015656477 & & Drawing available

WPI Acc no: 2006-220659/200623

XRPX Acc No: N2006-189493

Intelligence report generation method for report on company product from online data, involves analyzing speaker attribute and semantic attributes of data captured from information service, to generate processed information

Patent Assignee: HOWLETT D B (HOWL-I); KAUSHANSKY H (KAUS-I); KREMER T V (KREM-I)

Inventor: HOWLETT D B; KAUSHANSKY H; KREMER T V

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060053156	A1	20060309	US 2004607230	P	20040903	200623	B
			US 2005219975	A	20050906		

Priority Applications (no., kind, date): US 2004607230 P 20040903; US 2005219975 A 20050906

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20060053156	A1	EN	14	11	Related to Provisional US 2004607230

Alerting Abstract ... company products, market research report, from online community using services such as weblogs, web sites, **chat room**, **message board**, **Usenet** group, electronic mail (e-mail), **instant messaging (IM)**, podcast, video streams, audio streams... ADVANTAGE - The opinion data are collected, analyzed and reported automatically and inexpensively, while reducing the **personnel** requirements, thereby improving accuracy and efficiency. Enables marketing **professionals** to better understand perspectives and **opinions** of their **customer** and target market.

12/3,K/3 (Item 2 from file: 350) [Links](#)Fulltext available through: [Order File History](#)

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0015523560 & & Drawing available

WPI Acc no: 2006-087708/200609

Related WPI Acc No: 2001-367752

XRPX Acc No: N2006-076204

Method for providing question and answer forum on network site, involves deploying question and answer forum related to particular topic, in several network sites and transmitting questions received from users accessing forum, to expert

Patent Assignee: EXPERT VIEWPOINT LLC (EXPE-N)

Inventor: MARKS J D

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060004601	A1	20060105	US 1999447259	A	19991123	200609	B
			US 2000516996	A	20000301		
			US 2000603601	A	20000626		
			US 2003651490	A	20030829		
			US 2005183418	A	20050716		

Priority Applications (no., kind, date): US 2003651490 A 20030829; US 2000603601 A 20000626; US 2000516996 A 20000301; US 1999447259 A 19991123; US 2005183418 A 20050716

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20060004601	A1	EN	42	20	C-I-P of application US 1999447259
					C-I-P of application US 2000516996
					C-I-P of application US 2000603601
					Continuation of application US 2003651490

Method for providing question and answer forum on network site, involves deploying question and answer forum related to particular topic, in several network sites and transmitting questions received from users accessing forum, to expert Original Titles: System and method for supporting multiple question and answer fora in different web sites **Alerting Abstract** ... **NOVELTY** - The method involves deploying question and answer forum related to a particular topic, in several network sites and transmitting questions received from users accessing the forum, to an expert. The response received from the expert, is subsequently sent to the user. ... method of providing answers to questions posted by user; and system for providing question and answer forum on network site. ... USE - For providing question and answer forum related to medical topic on internet, intranet, local area network (LAN), public switched telephone network (PSTN) Original Publication Data by Authority Argentina **Publication No. Original Abstracts:** A method and system, executed by a server, is disclosed for receiving questions from users regarding one or more topics and providing answers from a set of experts. Users can direct questions to one or more specific experts, who in turn can answer the questions, refer the questions to other experts, or both. The server automatically organizes and stores questions and answers in various fora dedicated to one or more topics, such as medical treatment for specific health conditions. Responses generated by the experts to the questions asked by the users may, in turn, be reviewed by peer review personnel. The system may be deployed at multiple network sites to provide a question and answer forum to users who visit different sites. Each network site in which the system is deployed may selectively decide whether to post at its network site the responses by experts and/or peer review personnel to questions originating from other network sites. In addition, each network site can selectively decide whether the responses by experts and/or peer review personnel to questions originating at their network site should be permitted to be posted on other network sites. Methods for funding a... the present invention include the provision of advertising banners, receiving subscription payments or fees from user/subscribers for receiving expert opinions, and receiving payments from third party sponsors. Users who access the site may, in turn, receive benefits in exchange for soliciting such expert... **Claims:** 1. A method for providing a question and answer forum on at least one network site, the forum being accessible by at least one user and at least one expert, the forum having a topic, the method comprising deploying the question and answer forum at a plurality of network sites.

12/3,K/4 (Item 3 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

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0015512711 & *Drawing available*

WPI Acc no: 2006-076854/200608

Related WPI Acc No: 2003-776998; 2003-810698

XRFX Acc No: N2006-066607

Computer network employing method, involves storing economic development information in resource index database and permitting individual to search database for information relevant to selected course

Patent Assignee: HOLBROOK D (HOLB-I)

Inventor: HOLBROOK D

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050288949	A1	20051229	US 2001288679	P	20010504	200608	B
			US 2001288945	P	20010504		
			US 2002137199	A	20020502		
			US 200531521	A	20050106		

Priority Applications (no., kind, date): US 2002137199 A 20020502; US 2001288945 P 20010504; US 2001288679 P 20010504; US 200531521 A 20050106

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20050288949	A1	EN	23	13	Related to Provisional US 2001288679

				Related to Provisional	US 2001288945
				C-I-P of application	US 2002137199

Original Publication Data by AuthorityArgentinaPublication No. ...**Claims:**resource index database, the test questions being classified on the basis of the economic development **courses**, permitting **individual** EDPs to access the test **questions** but not the test answers, such that the EDPs may provide answers;grading the answers to the test **questions** by comparing the answers provided by the EDPs to the answers stored in the resource index.... assigning a course grade to the EDP on the basis of the grading;assigning a **chat room** session code on the basis of the assigned course grade, the session code enabling the EDP to access an on-line **chat session** at a designated date and time, reminding the EDP of the designated date and time via e-mail, the **chat room** session being conducted with a relevant subject matter expert with expertise in a specific field of economic development such that the subject **matter expert** can answer any questions posed by the EDP relevant to the selected economic development course in an on-line format;compiling a record of courses taken by an **individual** EDP and storing such record in the resource index database;sending an on-line newsletter...

12/3,K/5 (Item 4 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

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0013680374 & *Drawing available*

WPI Acc no: 2003-776998/200373

Related WPI Acc No: 2003-810698; 2006-076854

XRPX Acc No: N2003-622608

Information dissemination method using computer network, involves evaluating answers to test questions provided corresponding to economic development course selected by economic development practitioner

Patent Assignee: HOLBROOK D (HOLB-I)

Inventor: HOLBROOK D

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020188463	A1	20021212	US 2001288679	P	20010504	200373	B
			US 2001288945	P	20010504		
			US 2002137199	A	20020502		

Priority Applications (no., kind, date): US 2001288679 P 20010504; US 2001288945 P 20010504; US 2002137199 A 20020502

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20020188463	A1	EN	20	13	Related to Provisional US 2001288679
					Related to Provisional US 2001288945

Alerting Abstract ...answers are evaluated. According to the evaluation result, course grade is provided based on which **chat-room** code for accessing relevant subject expert is assigned to the EDP. Original Publication Data by AuthorityArgentinaPublication No. ...**Claims:**and permitting individual EDPs to access and search the database for information relevant to their **selected** economic development course;storing test **questions** and answers in the resource index database, the test questions being classified on the basis of the economic development **courses**, permitting **individual** EDPs to access the test **questions** but not the test answers, such that the EDPs may provide answers;grading the answers to the test questions by comparing the answers provided by the EDPs to the answers.... assigning a course grade to the EDP on the basis of the grading;assigning a **chat room** session code on the basis of the assigned course grade, the session code enabling the EDP to access an on-line **chat session** with a relevant subject matter expert such that the subject matter expert can answer any questions posed by the EDP relevant to the selected economic development course in an on-line format;compiling a record of courses taken by an **individual** EDP and storing such record in the resource index database.

12/3,K/6 (Item 5 from file: 350) [Links](#)

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0011230942

WPI Acc no: 2002-170382/200222

XRPX Acc No: N2002-129562

Method is for forming imaginary community, bringing together parties interested in, initially five, exclusive hobbies, such as classic motorcars, antiques, art, yachts and second homes

Patent Assignee: EXCLUSIVEHOBBY BV (EXCL-N)

Inventor: DE JONG P

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
NL 1017339	C6	20010521	NL 1017339	A	20010212	200222	B

Priority Applications (no., kind, date): NL 1017339 A 20010212

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
NL 1017339	C6	NL	6	3	

Alerting Abstract ...predetermined membership fee. A coupled data base has a search possibility and holds data covering **questions** and answers, names of **members** and professions, **forums**, **expert** articles, hints, events, etc. Members can establish a personal page on which information can be...

12/3,K/7 (Item 6 from file: 350) [Links](#)Fulltext available through: [Order File History](#)

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0010754407

WPI Acc no: 2001-367752/200138

Related WPI Acc No: 2006-087708

XRPX Acc No: N2001-268268

Method executed by a server of providing answers posed by users from experts by routing the questions to the appropriate expert and receiving and executing a command from the selected expert

Patent Assignee: EXPERT VIEWPOINT LLC (EXPE-N)

Inventor: MARKS J D; SHAO J; WEAVER R

Patent Family (4 patents, 92 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2001039017	A1	20010531	WO 2000US32111	A	20001121	200138	B
AU 200119263	A	20010604	AU 200119263	A	20001121	200153	E
EP 1244975	A1	20021002	EP 2000982203	A	20001121	200265	E
			WO 2000US32111	A	20001121		
US 20030163356	A1	20030828	US 1999447259	A	19991123	200357	E

Priority Applications (no., kind, date): US 1999447259 A 19991123

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
WO 2001039017	A1	EN	72	16	
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW				
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW				
AU 200119263	A	EN			Based on OPI patent WO 2001039017
EP 1244975	A1	EN			PCT Application WO 2000US32111
					Based on OPI patent WO 2001039017
Regional Designated States,Original	AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR				

Method executed by a server of providing answers posed by users from experts by routing the questions to the appropriate expert and receiving and executing a command from the selected expert ...Original

Titles:INTERACTIVE SYSTEM FOR MANAGING QUESTIONS AND ANSWERS AMONG USERS AND EXPERTS ...

...INTERACTIVE SYSTEM FOR MANAGING QUESTIONS AND ANSWERS AMONG USERS AND EXPERTS ...

...INTERACTIVE SYSTEM FOR MANAGING QUESTIONS AND ANSWERS AMONG USERS AND EXPERTS **Alerting**

Abstract ...NOVELTY - Users can direct questions to specified experts who can answer and/or refer the question to another expert. The server automatically organizes... stores questions and answers in various foray. An authorized administrator may create or change a forum without having to alter the low-level code. The administrator is presented with a menu of guides providing sets of choices corresponding to different aspects of a forum. The administrator issues a command to select one of the guides which is then presented... Original Publication Data by

AuthorityArgentinaPublication No. ...Original Abstracts:a server (114), for providing answers on one or more topics from a set of experts (110) on each topic to questions posed by users (104). Users can direct questions to one or more specific experts (108), who in turn can answer the questions, refer the questions to other experts, or both. The server automatically organizes and stores questions and answers in various fora. An administrator (112) can take advantage of the design of the system to create or change a forum without having to write or change low-level code... by a server, for providing answers on one or more topics from a set of experts on each topic to questions posed by users. Users can direct questions to one or more specific experts, who in turn can answer the questions, refer the questions to other experts, or both. The server automatically organizes and stores questions and answers in various fora. An administrator can take advantage of the design of the system to create or change a forum without having to write or change low-level code. ... a server (114), for providing answers on one or more topics from a set of experts (110) on

each topic to **questions** posed by **users** (104). **Users** can direct **questions** to one or more specific **experts** (108), who in turn can answer the **questions**, refer the **questions** to other **experts**, or both. The server automatically organizes and stores questions and answers in various **fora**. An administrator (112) can take advantage of the design of the system to create or change a **forum** without having to write or change low-level code. ... autres specialistes. Ledit serveur organise et stocke automatiquement les questions et les reponses dans des **forums** divers. Un administrateur (112) peut se servir de la conception de ce systeme pour creer ou modifier un **forum** sans devoir necessairement ecrire ou modifier un code de bas niveau. ...**Claims**:by a server, for providing answers on one or more topics from a set of **experts** on each topic to **questions** posed by **users** in communication with client interfaces, the server being in communication with the client interfaces and the set of experts, and the method comprising:receiving at the server a **question** received from a **user** via one of the client interfaces;routing the **question** to one of the **experts** selected using information provided with the **question**;receiving a command from the selected expert in...

12/3,K/8 (Item 7 from file: 350) [Links](#)

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0009922477 & & *Drawing available*

WPI Acc no: 2000-222677/200019

XRPX Acc No: N2000-166745

Expert information delivering method by on-line computer, involves converting oral response from expert respondent by telephone, to computer readable file and storing it in memory to play back on request from user

Patent Assignee: BLUE GROTTO TECHNOLOGIES INC (BLUE-N)

Inventor: BONO C A; DWORKIN R E

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 6026148	A	20000215	US 1997863892	A	19970528	200019	B

Priority Applications (no., kind, date): US 1997863892 A 19970528

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 6026148	A	EN	16	10	

Alerting Abstract ...to a remote server which stores the questions in a memory for accessing by all **users**: The **expert** respondents receive the **questions** and dictate answers orally by telephone which are then converted into computer readable file and... Original Publication Data by AuthorityArgentina**Publication No. Original Abstracts**:A computer-based system facilitates exchange of information between users and **expert** respondents. The **users** post **questions** on a topic to a computer bulletin board or **forum**, using a telephone and modem connection to a remote server. The respondents contact the server....**Claims**:submitting a question, in machine-readable form, to a computer, the question being submitted by **any** one of a plurality of **users**, the computer having a memory capable of storing the **question**; and storing the question in said memory, wherein the question is made accessible to all of said **users**,b) transmitting the **question** to an **expert** respondent who will answer the **question**,c) receiving an oral response, from the expert respondent, through a telephone line connected to...

12/3,K/9 (Item 8 from file: 350) [Links](#)

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0009657970 & & *Drawing available*

WPI Acc no: 1999-610897/199952

XRPX Acc No: N1999-450146

Interactive knowledge base accessing system via electronic mail

Patent Assignee: ELECTRONIC DATA SYSTEMS CORP (ELDA-N)

Inventor: HICKS J D; MEARS R F

Patent Family (4 patents, 23 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1999050772	A1	19991007	WO 1999US4012	A	19990224	199952	B
AU 199933099	A	19991018	AU 199933099	A	19990224	200010	E
US 6438580	B1	20020820	US 199850712	A	19980330	200257	E
US 20020133550	A1	20020919	US 199850712	A	19980330	200264	E
			US 2002144168	A	20020513		

Priority Applications (no., kind, date): US 199850712 A 19980330; US 2002144168 A 20020513

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
WO 1999050772	A1	EN	47	12	
National Designated States,Original	AU CA JP MX				

Regional Designated States, Original	AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE									
AU 199933099	A	EN				Based on OPI patent				WO 1999050772
US 20020133550	A1	EN				Continuation of application				US 199850712

Alerting Abstract ... have equal ability to add items to any category of knowledge base. Enables to build **threaded discussion** involving a category from e-mail **responds of** user independent of knowledge base... Original Publication Data by AuthorityArgentina**Publication No.** ...**Claims:**response to a question and communicated to the database by a second client, wherein a **user associated** with the second client can select to serve as one of a plurality of expert types for at least one category of information, the plurality of **expert** types including a subject **matter** expert that may receive the **question** associated with the at least one category of information and submit the answer to the...

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; d s

Set Items Description

S1 68094 S (((MESSAGE OR DISCUSSION)() (BOARD? ? OR FORUM? ? OR THREAD? ?) OR
DISCUSSION() (LIST? ? OR SITE? ?) OR LISTSERV??? OR NEWSGROUP? ? OR NEWS() GROUP? ? OR USENET? ?
OR THREAD?? (3N) (MESSAGE? ? OR DISCUSSION) OR (MESSAGE OR DISCUSSION) () AREA? ? OR BLOG? ?) OR
(CHATROOM? ? OR (CHAT? OR VIRTUAL) (2W) ROOM? ? OR CHAT? () (FORUM? ? OR MANSION? ? OR SESSION?
?) OR (CHAT???? OR IRC) (10N) CHANNEL? ?)) OR FORUM? ? OR FORA
S2 141581 S (USER? ? OR VISITOR?? OR GUEST?? OR MEMBER?? OR PARTICIPANT?? OR CUSTOMER? OR
CONSUMER? OR PURCHASER?? OR BUYER?? OR KIDS OR CHILDREN OR PEOPLE OR PERSON? OR
INDIVIDUAL? OR EMPLOYEE? OR STUDENT?? OR CLASSMATE? OR SOMEONE OR ANYONE) (5N) (QUESTION?
OR ASK??? OR INTERROGA? OR INTERVIW? ? OR ENQUIRY OR ENQUIRIES OR INQUIR? OR DEBAT? OR
OPINION? ?)
S3 3131 S S2(5N) (EXPERT? OR AUTHORITY OR AUTHORITIES OR SKILLFUL OR SKILFUL OR ANATOMIST? ?
OR CONSULTANT? OR PROFESSIONAL? ? OR ANALYST? ? OR ANTIQUAR??? OR SPECIALIST? ? OR
SPECIALIZER? ? OR SCIENTIST? ? OR TECHNICIAN? ?)
S4 1002 S S1 AND S2
S5 32 S S3 AND S4
S6 9619 S (POST? OR OUTPOST? OR MILEPOST? OR AUTOPSY? OR DISPLAY? OR SHOW?) (5N) (REPLY?
OR ANSWER? OR REPONSE? ? OR RETORT? OR REPLIED)
S7 3 S S6 AND S5

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? t/5,k/all

7/5,K/1 (Item 1 from file: 60) [Links](#)

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System and method for delivering expert information by computer

Dworkin, Ross E; Bono, Charles A

, USA

Publisher Url: <http://patft.uspto.gov/netacgi/nph-Parser?Sect1=PTO2&Sect2=HITOFF&u=/netaht ml/PTO/search-adv.htm&r=1&p=1&f=G&l=50&d=PTXT&S1=60 26148.PN.&OS=pn/6026148& RS=PN/6026148>

Document Type: Patent

Record Type: Abstract

Language: English

File Segment: ANTE: Abstracts in New Technologies and Engineering

Abstract:

A computer-based system facilitates exchange of information between users and **expert** respondents. The **users** post **questions** on a topic to a computer bulletin board or **forum**, using a telephone and modem connection to a remote server. The respondents contact the server by telephone, and receive a list of questions that have been **posted**. The respondents then dictate **answers** orally, by telephone, and the answers are recorded and stored by the server as sound files. The stored answers can later be played back by users who connect to the server through their personal computers. The answers can also be transcribed into text files for viewing by the users. Thus, a user can both hear the recorded voice of the respondent and see the stored text of the respondent's answer. The system makes it easy for respondents to answer questions, or provide comments, especially in cases where a respondent is not familiar with computer technology, or where a respondent is not conveniently located near a computer.

Descriptors: Servers; Telephones; Texts; Contact; Joints; Servers (computers); Voice; Personal computers; Bulletin boards; Sound; Viewing; Modems

Abstract:

A computer-based system facilitates exchange of information between users and **expert** respondents. The **users** post **questions** on a topic to a computer bulletin board or **forum**, using a telephone and modem connection to a remote server. The respondents contact the server by telephone, and receive a list of questions that have been **posted**. The respondents then dictate **answers** orally, by telephone, and the answers are recorded and stored by the server as sound...

7/5,K/2 (Item 1 from file: 2) [Links](#)

INSPEC

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05607146 **INSPEC Abstract Number:** C9404-0310B-012

Title: Consulting: new approaches

Author Hutchison, L.

Author Affiliation: Iowa State Univ., Ames, IA, USA

Conference Title: Proceedings ACM SIGUCCS User Services Conference XIX. Looking for Answers p. 133-40

Publisher: ACM, New York, NY, USA

Publication Date: 1991 **Country of Publication:** USA xii+438 pp.

ISBN: 0 89791 454 6

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Conference Sponsor: ACM

Conference Date: 3-6 Nov. 1991 **Conference Location:** Seattle, WA, USA

Language: English **Document Type:** Conference Paper (PA)

Treatment: Applications (A)

Abstract: With the arrival of Project Vincent on the Iowa State campus during the summer of 1990, came a tremendous consulting burden. It was imperative that they become innovative in their approach to end-user support if they were to survive. Built into Project Vincent (ISU's implementation of MIT's Project Athena) was a means of providing consulting via an electronic mechanism. Online consulting (or OLC) provided a mechanism for any Project Vincent user to submit an open question for the consultants. While OLC use was gaining acceptance, Iowa State became faced with yet another dilemma: 'How were they going to meet users' needs for support for which they have no expertise, and no foreseeable resources to dedicate to that support?' They turned to a mechanism that had already gained international recognition as a means of finding answers: **newsgroups**. When a new lasergraphics camera was installed on campus, the user services staff was already so overcommitted that it was impractical to assign support duties for the camera. Since the Computation Center had been actively advertising the advantages of **newsgroups**, a local **newsgroup** specifically aimed at the new camera was started. Instead of advertising a name or phone number where users could find help, users were instructed to follow the **newsgroup**. Besides being the platform for submitting questions and obtaining **answers**, **postings** to the **newsgroup** were also used as a means of documentation. After using OLC for several months, systems staff is currently revising the software to provide a number of features missing in the initial implementation. (0 Refs)

Subfile: C

Descriptors: consultancies; DP management; educational computing; online operation

Identifiers: online consulting; Iowa State University; Project Vincent; end-user support ; Project Athena; **newsgroups**; lasergraphics camera; user services staff; questions; answers; postings; documentation

Class Codes: C0310B (Computer facilities); C7810C (Computer-aided instruction); C7110 (Education)

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Identifiers: ...newsgroups;

Astronomical Objects:

7/5,K/3 (Item 1 from file: 34) [Links](#)

SciSearch(R) Cited Ref Sci

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Information needs and visitors' experience of an Internet expert forum on infertility

Author: Himmel W (REPRINT) ; Meyer J; Kochen MM; Michelmann HW

Corporate Source: Univ Gottingen, Dept Gen Practice, Humboldtallee 38/D-37073 Gottingen//Germany/ (REPRINT); Univ Gottingen, Dept Gen Practice, D-37073 Gottingen//Germany/; Univ Goettingen, Dept Obstet & Gynaecol, Study Grp Reprod Med, Gottingen//Germany/ (whimmel@gwdg.de)

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Language: English Document Type: ARTICLE

Geographic Location: Germany

Journal Subject Category: HEALTH CARE SCIENCES & SERVICES; MEDICAL INFORMATICS

Abstract: Background: Patients increasingly use health portals and Web-based expert forums (ask-the-doctor services), but little is known about the specific needs of Internet users visiting such websites, the nature of their requests, or how satisfied they are with Internet health experts.

Objective: The aim of this study was to analyze the information requests of (mostly female) patients visiting an Internet expert forum on involuntary childlessness and their satisfaction with the experts' feedback.

Methods: We posted an electronic questionnaire on a website hosting an expert forum on involuntary childlessness. The questionnaire was "activated" whenever a visitor sent a question or request to the expert forum. The survey focused on the reasons for visiting the expert forum and whether the visitors were satisfied with the experts' answers to previously posted questions. The free-text questions of visitors who answered the survey were analyzed using Atlas-ti, a software program for qualitative data analysis.

Results: Over a period of 6 months, 513 out of 6 10 visitors (84%) answered the questionnaire. The majority of respondents (65.5%) expected general information about involuntary childlessness, conception, or an evaluation of drugs. Others were concerned about their actual treatment (40.6%) and therapeutic options (28.8%). Out of 225 respondents who had previously contacted the forum, 223 had received an answer, and 123 (55.2%) were satisfied with the experts' answers. About half (105/223) of those users who had previously received an answer from the expert forum stated that they had discussed it with their own doctor. More of these users were satisfied with their subsequent care in fertility clinics than users who did not talk to their doctor about their Internet activities (93.9% vs 76.1%; $P = .015$). According to the qualitative analysis, many requests ($n = 194$) were more or less trivial, especially those for information on basic aspects of reproduction. More than one-third of visitors ($n = 199$) sent detailed results of diagnostic tests and asked for a first or second opinion. Requests to the expert forum were also sent in order to obtain emotional support (17%) or to complain about a doctor (15%).

Conclusions: Visitors who sent their laboratory findings to receive a thorough evaluation or a second opinion had a good command of the opportunities that an expert forum offers. One important expectation of the forum was emotional support, indicating psychological needs that were not met by medical providers. Future websites must find a compromise in order to protect experts from being overwhelmed by general, nonspecific requests while supporting patients with individualized answers.

Descriptors--Author Keywords: consumer health informatics ; telemedicine ; Internet ; e-health ; infertility ; remote consultation

Identifiers-- KeyWord Plus(R): E-MAIL; HEALTH; CARE; EXPECTATIONS; PHYSICIANS; SUPPORT

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Information needs and visitors' experience of an Internet expert forum on infertility

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Identifiers--

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Subject summary